

DoD NAF Health Benefits Program (HBP) Information

Issue 21 11/1/06

1. Annual plan selection 11/06/06-12/01/06
2. Member Satisfaction Survey
3. Aetna Navigator

Annual plan selection 11/06/06-12/01/06

Member Satisfaction Survey



This year's annual plan selection period for health benefits is November 6, 2006, through December 1, 2006. There are no changes in the benefits level for 2007. During the annual plan selection period, NAF employees and retirees who are already enrolled in the NAF HBP (either HMO or non-HMO plan) may switch medical plans.

For example, employees and retirees may switch from an HMO plan to a non-HMO plan (PPO or Indemnity plan where applicable) or vice versa.

Those employees and retirees who are not enrolled in the DoD NAF HBP may not enroll during this period. Employees may enroll in the next biennial Open Enrollment in the fall of 2007.

Please take time to review the annual plan selection period communication materials. If you do not want to make any changes, you don't need to submit any forms or information. Your coverage will continue as usual. Questions on your communication materials or questions on the NAF HBP may be directed towards your local NAF Human Resources Office.

During the month of August, the 2006 DoD Aetna Member Satisfaction Survey was conducted by DSS Research. The survey sought to determine the level of satisfaction with Aetna services among members employed by DoD. The survey was sent to 8,000 NAF HBP participants and 2,042 members responded, resulting in an overall completion rate of 25.5%. Members were also invited to provide comments at the end of the survey.

Overall satisfaction with Aetna services remains high at 95%, unchanged from last year. Satisfaction with Retail Pharmacy and Mail Order Prescription services increased between 2% and 3% respectively. Satisfaction with the Disease Management Program remains high at 93%, with 8% of members enrolled in the program.

The survey indicated a significantly improved awareness of preventive care coverage; nearly 2/3 of responding members understand the specifics of their preventive care benefits.

Survey results also showed an increase in the use of the Aetna Navigator website, with a 5% increase in the number of respondents reporting use of that website.

Survey respondents expressed appreciation for the survey and the opportunity to present their comments. Thank you to all respondents for taking the time to complete the survey.

Aetna Navigator

NAF HBP participants are encouraged to visit the "Aetna Navigator" website, Aetna's on-line member self-service website available 24 hours a day, 7 days a week. Aetna Navigator may be used to perform common transactions involving Aetna medical, dental, or prescription drug transactions. Participants can access claims, coverage, and general health information, as well as decision-support tools. Participants may register for Aetna Navigator by visiting [Aetna](#) and clicking on "Aetna Navigator."